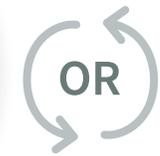




**YOUR OLD ROUTER STAYS.  
DO NOT UNPLUG OR CUT ANY EXISTING EQUIPMENT.**



Old Router (black tower)



depends on  
the tower version



GigaSpire (gray box)

### 1 ETHERNET CONNECTION

Connect one end of the supplied gray Ethernet cable to **port 4** of the LAN ports found on the back of the router provided by MEC (**black tower**) and the other end of the cable to the **white WAN port** on the back of the **GigaSpire (gray box)**.

### 2 CONNECT TO POWER

Plug the new GigaSpire box into a power outlet with the provided power cord.

### 3 BOOT-UP TIME

Wait about **15 minutes** for the GigaSpire to update. The light on the box will be a solid green when it's complete. If light flashes red call tech support.

### 4 INSTALL COMMANDIQ

Use the link below to install CommandIQ on your smartphone/tablet. You will control your new MEC GigaSpire and setup of your new Wi-Fi network with the app. With CommandIQ you have access to features like parental controls and network security.

[teammidwest.com/install-commandiq](http://teammidwest.com/install-commandiq)

### 5 CALL US TO COMPLETE

Once you have set up CommandIQ, please call Tech Support at 800.492.5989, opt. 5 to finalize your upgrade.



Technical Support

**800.492.5989**



# GIGASPIRE INSTALLATION FAQ

## What if I have other devices connected to LAN ports 1-3 of the old router?

→ Simply move those to any of the Yellow LAN ports of the GigaSpire in any order.

## Will I need to connect my devices such as my TV to the GigaSpire ?

→ When you call to finalize your upgrade, the tech will copy the Wi-Fi credentials from the old router, and your devices will often auto-connect to the new gray router.

## What happens with the old router?

→ **Please keep the old router connected.** The old router will still handle the fiber and phone connections. The GigaSpire will take over Wi-Fi and LAN connections.

## Will the battery backup keep Wi-Fi on when the power goes out?

→ **Unfortunately not.** The battery backup only connects to the old router to keep phone service working. You can make a quick trip to most electronic stores and purchase a UPS (Uninterruptible Power Supply) for the GigaSpire if Wi-Fi is important when you lose power.

## What benefits does the GigaSpire provide?

→ **Built-In Security:** There's an extra layer of protection for all devices connected in your home.

→ **Faster Wi-Fi Speeds:** This unit has the new Wi-Fi standard, Wi-Fi 6, or AX. Your devices that also have Wi-Fi 6 will have a faster and more dependable connection.

→ **Parental Controls:** Along with the Command IQ app, you will have control over connection and content for devices in your home.

## DOES YOUR CURRENT EQUIPMENT LOOK DIFFERENT THAN THE BLACK TOWER?

### *Do you own your own router?*

- A small group of customers have an outdoor ONT. This is a piece of equipment located in a utility box on the outside of the house. This does not change.
- The installation technician installed an Ethernet cable during the installation that may be connected to a router that you own. Unplug that Ethernet cable from your current router and plug it into the white WAN port of the GigaSpire as illustrated on the front side of this form.

When you call us to complete your setup, we will work with you to create a new Wi-Fi name. You can keep the same password, but reconnect all of your devices to the new Wi-Fi name.



Technical Support  
**800.492.5989**